

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS  
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Public Health	(2) MEETING DATE 3/8/2016	(3) CONTACT/PHONE Nancy Rosen / 781-5518	
(4) SUBJECT Submittal of a resolution amending the Position Allocation List for Fund Center 160 - Public Health by deleting a 1.0 FTE Patient Services Representative and adding a 1.0 FTE Supervising Administrative Clerk I to more effectively operate the Children's Medical Services Program. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board adopt the resolution amending the Position Allocation List for Fund Center 160 – Public Health deleting a 1.0 FTE Patient Services Representative and adding a 1.0 FTE Supervising Administrative Clerk I to more effectively operate the Children's Medical Services Program.			
(6) FUNDING SOURCE(S) Federal/State/General Fund	(7) CURRENT YEAR FINANCIAL IMPACT (\$1,177.00)	(8) ANNUAL FINANCIAL IMPACT (\$4,709.00)	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ____ ) <input type="checkbox"/> Board Business (Time Est. ____ )			
(11) EXECUTED DOCUMENTS <input checked="" type="checkbox"/> Resolutions <input type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR)  N/A		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A    Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Geoff O'Quest, Administrative Analyst			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Jeff Hamm, Health Agency Director  
Penny Borenstein, MD, Health Officer/Public Health Administrator

DATE: 3/8/2016

SUBJECT: Submittal of a resolution amending the Position Allocation List for Fund Center 160 - Public Health by deleting a 1.0 FTE Patient Services Representative and adding a 1.0 FTE Supervising Administrative Clerk I to more effectively operate the Children's Medical Services Program. All Districts.

## **RECOMMENDATION**

It is recommended that the Board adopt the resolution amending the Position Allocation List for Fund Center 160 – Public Health deleting a 1.0 FTE Patient Services Representative and adding a 1.0 FTE Supervising Administrative Clerk I to more effectively operate the Children's Medical Services Program.

## **DISCUSSION**

The Children's Medical Services (CMS) Program consists of three distinct sub-programs: California Children's Services (CCS), Child Health and Disability Prevention (CHDP) and Health Care Program for Children in Foster Care (HCPFC). The CMS Unit collectively provides a range of state-mandated services including eligibility determinations, case management, care coordination, and medical therapy addressing a mix of primary and specialty care needs for pediatric Medi-Cal enrollees, children in Foster Care, and medically-fragile children.

Staffing includes a mixture of licensed personnel, including nurses, physical/occupational therapists (PT/OT), social worker, and support staff made up of Patient Services Representatives (PSR), Administrative Assistants (AA), and PT/OT Aides. At present, six (5.5 FTE) Public Health Nurses (PHN) are supervised by a Supervising Public Health Nurse, and nine (6.25 FTE) PT/OTs plus three PT/OT Aides are supervised or led by a Supervising and Senior PT/OT. The remaining staff, which includes seven (6.75 FTE) PSRs/AAs and a Social Worker IV (0.75 FTE), all report directly to the CMS Program Manager. This situation results in a total of 10 direct reports to the Program Manager, when the Supervising PHN and PT/OT are added to the count.

Due to a recent retirement of a Patient Services Representative (PSR), the CMS Unit finds itself with the opportunity to do a small reorganization that will allow for a more reasonable span of control and will strengthen program and staff oversight, particularly for support staff. The Department is requesting to reallocate the vacant 1.0 FTE PSR to a 1.0 FTE Supervising Administrative Clerk I. The requested change will move the daily oversight of administrative operations and staff supervision of 5.75 FTEs from the CMS Program Manager to the Supervising Administrative Clerk. The requested position will supervise both Patient Services Representatives and Administrative Assistants who are dedicated to a variety of administrative functions including verifying client financial and residential eligibility, client program orientation, medical billing, data entry and state performance reports. The CMS Program Manager will go from ten direct reports to four. The proposed reallocation will enable the Program Manager to improve performance and balance workload between all three program areas.

## **OTHER AGENCY INVOLVEMENT/IMPACT**

The Human Resources Department and the Administrative Office have reviewed these changes and agree with the recommendation.

## **FINANCIAL CONSIDERATIONS**

The proposed reorganization was designed with financial and position neutrality in mind. The table below reflects the position allocation changes and salary and benefit implications. The position is offset through the California Children's Services Program and Child Health Disability Prevention Program. Due to the incumbent retirement at Step 5 and a new hire anticipated at Step 1, there is a General Fund savings associated with the proposed reorganization initially.

Position summary detail:

Current Position	Current FTE	Current Salary Cost	Proposed Position	Proposed FTE	Proposed Salary Cost
Patient Services Representative (step 5)	1.0 FTE	\$78,258	Supervising Administrative Clerk I (step 1)	1.0 FTE	\$73,549
<b>Net Effect</b>					<b>(\$4,709)</b>

## **RESULTS**

Specific resultant benefits of the proposed reorganization include more timely completion of employee evaluations, closer monitoring of performance – both individual staff members and program deliverables, and, with closer scrutiny of eligibility determinations and associated billing oversight, possible increased revenue collections. The requested classification change will contribute to an overall result of a more efficient and effective Public Health Department in support of the County's goal of a healthy and well-governed community.

## **ATTACHMENTS**

1. PAL Amendment Resolution
2. Children's Medical Services Organizational Chart - Current and Proposed